

# Ireland: IT services: consulting, software development, Internet and support IT Service Management (ITSM) Solution for SOLAS

Contract or concession notice – standard regime

## 1 Buyer

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### 1.1 Buyer

*Official name:* SOLAS

*Legal type of the buyer:* Body governed by public law, controlled by a central government authority

*The buyer is a contracting entity*

*Activity of the contracting authority:* Education

## 2 Procedure

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### 2.1 Procedure

*Title:* IT Service Management (ITSM) Solution for SOLAS

*Description:* SOLAS are seeking to source a modern, ITIL aligned ITSM solution for use by the Infrastructure and Operations and Software Development teams that make up the ICT and Digital Unit. The ITSM solution will replace a basic ticketing system in place at present. The objective is to implement a more intuitive, customisable, and accessible solution that facilitates better management of issues through to resolution, builds up a detailed, searchable knowledgebase of ICT activities and overall enhances the speed and quality of service the ICT and Digital unit provides to the organisation.

*Procedure identifier:* 1f4fe920-9106-489d-b632-6bc8c5efa24c

*Type of procedure:* Open

*The procedure is accelerated:* no

#### 2.1.1 Purpose

*Main nature of the contract:* Services

*Main classification (cpv):* 72000000 IT services: consulting, software development, Internet and support

*Additional classification (cpv):* 48000000 Software package and information systems

#### 2.1.2 Place of performance

*Country subdivision (NUTS):* Dublin (IE061)

*Country:* Ireland

#### 2.1.3 Value

*Estimated value excluding VAT:* 203 250 Euro

#### 2.1.4 General information

*Legal basis:*

Other

## 5 Lot

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### 5.1 Lot technical ID: LOT-0001

*Title:* IT Service Management (ITSM) Solution for SOLAS

*Description:* SOLAS are seeking to source a modern, ITIL aligned ITSM solution for use by the Infrastructure and Operations and Software Development teams that make up the ICT and Digital Unit. The ITSM solution will replace a basic ticketing system in place at present. The objective is to implement a more intuitive, customisable, and accessible solution that facilitates better management of issues through to resolution, builds up a detailed, searchable knowledgebase of ICT activities and overall enhances the speed and quality of service the ICT and Digital unit provides to the organisation.

*Internal identifier:* 0

#### **5.1.1 Purpose**

*Main nature of the contract:* Services

*Main classification (cpv):* 72000000 IT services: consulting, software development, Internet and support

*Additional classification (cpv):* 48000000 Software package and information systems

#### **5.1.2 Place of performance**

*Country subdivision (NUTS):* Dublin (IE061)

*Country:* Ireland

*Additional information:*

#### **5.1.3 Estimated duration**

*Duration:* 36 Month

#### **5.1.5 Value**

*Estimated value excluding VAT:* 203 250 Euro

#### **5.1.6 General information**

Procurement Project not financed with EU Funds.

*This procurement is also suitable for small and medium-sized enterprises (SMEs):* yes

#### **5.1.7 Strategic procurement**

*Aim of strategic procurement:* No strategic procurement

#### **5.1.11 Procurement documents**

*Languages in which the procurement documents are officially available:* English

*Languages in which the procurement documents (or their parts) are unofficially available:* English

*Deadline for requesting additional information:* 17/09/2025 15:00 +01:00

*Address of the procurement documents:* <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=6311423>

#### **5.1.12 Terms of procurement**

*Terms of submission:*

*Electronic submission:* Required

*Address for submission:* <https://www.etenders.gov.ie/epps/cft/viewTenders.do?resourceId=6311423>

*Languages in which tenders or requests to participate may be submitted:* English

*Electronic catalogue:* Not allowed

*Tenderers may submit more than one tender:* Not allowed

*Deadline for receipt of tenders:* 25/09/2025 13:00 +01:00

*Deadline until which the tender must remain valid:* 6 Month

#### **5.1.15 Techniques**

*Framework agreement:*

No framework agreement

*Information about the dynamic purchasing system:*

No dynamic purchase system

#### **5.1.16 Further information, mediation and review**

*Review organisation:* The High Court of Ireland

*Organisation providing offline access to the procurement documents:* SOLAS

*Organisation providing more information on the review procedures:* The High Court of Ireland

*Organisation receiving requests to participate:* SOLAS

*Organisation processing tenders:* SOLAS

## 8 Organisations

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### **8.1 ORG-0001**

*Official name:* SOLAS

*Postal address:* Castleforbes House, Castleforbes Road

*Town:* Dublin

*Postcode:* D01 A8N0

*Country subdivision (NUTS):* Dublin (IE061)

*Country:* Ireland

*Email:* [tenders@solas.ie](mailto:tenders@solas.ie)

*Internet address:* <https://www.solas.ie>

*Buyer profile:* <https://www.solas.ie>

*Roles of this organisation:*

*Buyer*

*Organisation providing offline access to the procurement documents*

*Organisation receiving requests to participate*

*Organisation processing tenders*

### **8.1 ORG-0002**

*Official name:* The High Court of Ireland

*Registration number:* The High Court of Ireland

*Department:* The High Court of Ireland

*Postal address:* Four Courts, Inns Quay, Dublin 7

*Town:* Dublin

*Postcode:* D07 WDX8

*Country subdivision (NUTS):* Dublin (IE061)

*Country:* Ireland

*Email:* [HighCourtCentralOffice@courts.ie](mailto:HighCourtCentralOffice@courts.ie)

*Telephone:* +353 1 8886000

*Roles of this organisation:*

*Review organisation*

*Organisation providing more information on the review procedures*

### **8.1 ORG-0003**

*Official name:* European Dynamics S.A.

*Registration number:* 002024901000

*Department:* European Dynamics S.A.

*Town:* Athens

*Postcode:* 15125

*Country subdivision (NUTS):* Βόρειος Τομέας Αθηνών (EL301)

Country: Greece  
Email: [eproc-esender@eurodyn.com](mailto:eproc-esender@eurodyn.com)  
Telephone: +30 2108094500  
Roles of this organisation:  
TED eSender

#### Notice information

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Notice identifier/version: 8963848b-dcaa-4834-89e9-034f4b79597e - 01  
Form type: Competition  
Notice type: Contract or concession notice – standard regime  
Notice dispatch date: 28/08/2025 15:22 +01:00  
Languages in which this notice is officially available: English